

## SOL-NC-15-00030 Attachment 3 Performance Requirements Summary

## PERFORMANCE REQUIREMENTS SUMMARY

ITEM	REQUIRED SERVICE	PERFORMANCE STANDARD	ACCEPTABLE QUALITY LEVEL (AQL)	METHOD OF SURVEILLANCE
1	OPERATION & MAINTENANCE Preventive Maintenance (SOW Section 2.3.1), Corrective Repairs (SOW Section 2.3.2), Emergency Response/Repair (SOW Section 2.3.3), General Support (SOW Section 2.3.4), and Shop Support Services (SOW Section 2.3.5): Complete work as outlined in SOWs and generated by work order system.	Follows the SOW faithfully unless authorized to deviate.	Total of 5 complaints and performance failures per month; a total of 5 unapproved deviations from Sections 2.3.1, 2.3.2, 2.3.3, 2.3.4 and 2.3.5.	Review of work requests; feedback from clients; review system reports.
2	JANITORIAL SERVICE Complete work as outlined in SOW Section 3.3.	Follows the SOW faithfully unless authorized to deviate. All facilities are consistently "clean."	Combined total of 8 complaints and performance failures per month.	Unannounced inspections (weekly); feedback from clients; review system reports.
3	LANDSCAPE AND GROUNDS MAINTENANCE Complete work as outlined in SOW Section 4	Follow the SOW faithfully unless authorized to deviate.	Combined total of 4 complaints and performance failures per month.	Unannounced inspections (Monthly); feedback from clients; review system reports.
4	PEST CONTROL Complete work as outlined in SOW Section 5	Follow the SOW faithfully unless authorized to deviate.	Combined total of 4 complaints and performance failures per month.	Unannounced inspections (Monthly); feedback from clients; review system reports.
5	SECURITY GUARD SERVICES Complete work as outlined in SOW Section 6.	Follow the SOW faithfully unless authorized to deviate, or a documented emergency occurs.	A total of 4 unapproved deviations from the established procedures and schedules per month.	Review Log sheets (monthly); (Review "Check Point" Records weekly)
6	DATABASES AND REPORTS Complete and submit Weekly Status Reports and a Monthly Work Progress Report	Keep records up to date; submit weekly and monthly reports within 3 work days of end of reporting period, and other reports as requested.	One report not submitted on time or not meeting reporting requirements.	Inspection of reports

7	SOLID WASTE REMOVAL Complete work as outlined in SOW Section 7	Follow the SOW faithfully unless authorized to deviate.	Total of 4 complaints and performance failures per month.	Inspection of work completed as scheduled for disposal and cleaning
8	COPIER MAINTENANCE Complete work as outlined as SOW Section 8	Follow the SOW faithfully unless authorized to deviate.	Total of 2 complaints and performance failures per month.	Inspection of work completed